Change Registration
Change Request No. 9904486   Logged Date 22/04/2021 13:02:45

CR Details

CR Title: Need access to chat online category in Zscaler

Change Area: Infrastructure - IS Security

Change Module: Proxy (Automated)

Change Item: Access to be blocked for specific Site - Laptop

Change Summary: Access to be blocked for specific Site - Laptop

Prerequisites

Host Name: 50HW014149   Asset Id: 50HW014149

Deployment Start Date: 26/04/2021   CR Expiry Date: 20/10/2021 *

Client Approval: ● Required ○ Not Required   Permanent CR: ○ Yes ● No

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Change Request Description:

Dear User, Kindly Fill up all details in Prerequisites TAB, Please Refer Proxy Blocked Page to identify Categories, If Multiple categories reflected on Proxy blocked Page then any one of the categories can be select. Please refer the attached Help Document to fill the prerequisites details.

URLS:
https://soportedesarrolladores1617830869.zendesk.com/chat/agent
https://soportedesarrolladores.zendesk.com/chat/agent

Potential Benefits by implementing CR: I will able to finish the activities scheduled by client

Loss in case if not implemented: I cannot finish the activities scheduled by client

Dear Associate,

Protecting your private information is of importance to you. Please refrain from entering any text or uploading any attachment that contains Sensitive or Personally Identifiable Information (PII) while logging the ticket or CR.If any PII data is present in the ticket description, it may be visible to solution providers or others to whom the ticket may be forwarded over email for resolution.

Solution

Message to User: Please provide the exact URL you need for your job.

▲ User Info

User Info

User ID	1627706	Branch	Colombia	WON-SWON	20213368
User Name	Estefania Montoya Duque	Location	MEDELLIN	Project Name	BANCOLOMBIA ADM 2021
OU Name	NGM-LATAM-Parent	Mobile Number	-	Email	estefania.montoyaduque@t
Sub-OU Name	NGM-LATAM-1.0	Floor/Zone/Cubicle No.	TCS Medellin	VoIP/Desk Number	-/-
Relationship	BANCOLOMBIA S.A				

☞ **Click Here** to update your contact details in GESS. It will take one hour to reflect the updated changes in GHD.

Attachments   (Maximum File Size: 7 files of 1024 KB each)

Choose File **NO FILE CHOSEN** | UpLoad

S.No.	File Name	Employee No.	Upload Date	Size (KB)	
2	ScreenshotError.png	1627706	22/04/2021 23:32:34	116.02	Delete
1	Captura de pantalla 2021-04-22 130150.png	1627706	22/04/2021 23:32:07	112.66	Delete

Back | Update | Submit | Help | Trace | Clone CR

WorkFlow

Approver ID	Approver Name	Role	Action Performed	Duration	OnDate
710099	andres.vasquez@tcs.com	PL	Approve	112	22/04/2021 23:32:46
1404103	g.velascoperez@tcs.com	Sub OU ISM	Sent back to Requestor		23/04/2021 01:24:58
5511	InternalIS.SecOpsSupport@tcs.com	IAM			

NOTE - Duration is the idle time in minutes spent by the CR in this Level